



CONTRA COSTA  
SENIOR LEGAL SERVICES

An Introduction to our Services

# Our Mission

---

- To work in close collaboration with partners to protect the rights of seniors by providing free legal advice, representation, and legal education to the residents of Contra Costa County 60 years of age and older as part of a holistic approach.
- Our most urgent objective is to reach, serve, and empower all seniors who need our help with legal problems that affect basic needs such as housing, economic security and prevention of abuse.

# Who We Serve

---

**Residents of Contra  
Costa County**

**who are 60 years old  
or older**

We provide free legal  
services to anyone  
who meets this  
criteria, **regardless  
of income or status**

# Who We Are

---



One Executive Director



One Director of Legal Services



Five full-time attorneys



Four administrative staff



One Director of Development and Special Projects



One outreach coordinator



Volunteers

CCSLS relies on volunteers to amplify its impact on the community

We work with dozens of volunteers who run our clinics and assist in our office

# How CCSLS Delivers Services

- Direct legal services
  - Limited-in person
  - Phone appointments
- Clinics
  - In-person
- Educational presentations and outreach
  - Virtual and in-person
  - Senior resource fairs

# Free Legal Clinics Allow Seniors to:

---

- Create an Advance Health Care Directive
- Create a Durable Power of Attorney
- Free Wills for low-income clients (no trusts)
- Housing and small claims clinics.





# Outreach and Education

---

- Outreach and education on topics such as:
  - preventing financial elder abuse, spotting scams and frauds, elder abuse, and planning for incapacity.
- Attend health and resource fairs, visit senior housing, and work with senior centers to offer free clinics.



# Service Areas

---

**Tenant issues:** unlawful detainers, security deposit refunds, habitability concerns, post-judgment stays on evictions, etc.

---

**Homeowner protection:** advice on homestead declarations, utilities collections, etc.

---

Assistance with **small claims** court.



## Service Areas

---

**Public benefits issues:**  
SSI, SSA, SSDI, Medi-Cal,  
Medicare (but not  
application for benefits)

---

**Advance planning:** durable  
powers of attorney and  
advance healthcare  
directives

# Service Areas

---

**Elder abuse restraining orders** and some domestic violence and civil harassment restraining orders

---

Advice on scams, fraud, and identity theft

# Services CCSLS Does Not Provide

- We are generally unable to assist with the following:
  - Landlord rights (absent elder abuse)
  - Real property disputes (disputes over land/homeownership)
  - Criminal law
  - Family law
  - Immigration
  - Personal injury or medical malpractice
  - Probate
  - Tax
  - Employment
  - Guardianship and conservatorship
  - Applying for public benefits
  - Trusts; wills for high income seniors

# By the Numbers: 2023-2024 Fiscal Year

- 813 Clients Served
  - 431 housing (53%)
  - 153 advance healthcare directives, durable powers of attorney, and wills (19%)
  - 34 consumer cases (15%)
  - 147 elder abuse cases (16%)
  - 36 Income maintenance (4%)
  - 12 other services (5%)
- Outreach
  - 45 Pro Bono Senior Clinics held
  - Gave 23 presentation: reached 689 seniors and service providers



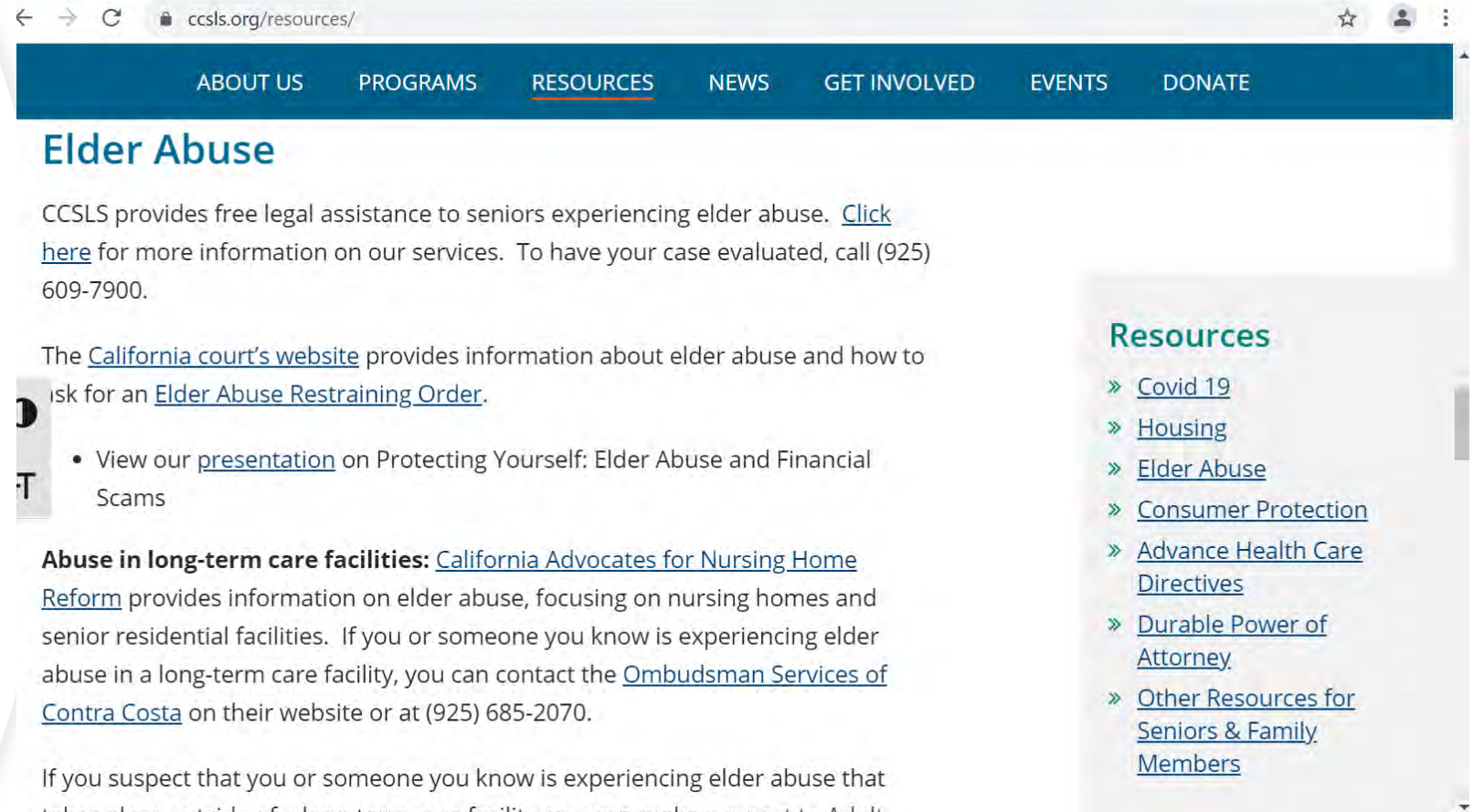
# By the Numbers: 2023-2024 Fiscal Year

- 55% of our clients have disabilities
- We serve seniors across the County
  - Central County: 423 (52%)
  - East County: 211 (25.9%)
  - West County: 179 (21.7%)
- 88% of our clients are low income



# CCSLS Website and Resources

- Our website contains important information for seniors, their families, and those who serve older adults
  - Information about our services
  - Resources on a range of topics
  - News and updates on legal developments



The screenshot shows a web browser at the URL [ccsls.org/resources/](https://ccsls.org/resources/). The navigation bar includes links for ABOUT US, PROGRAMS, RESOURCES (which is underlined), NEWS, GET INVOLVED, EVENTS, and DONATE. The main heading is "Elder Abuse".

CCSLS provides free legal assistance to seniors experiencing elder abuse. [Click here](#) for more information on our services. To have your case evaluated, call (925) 609-7900.

The [California court's website](#) provides information about elder abuse and how to ask for an [Elder Abuse Restraining Order](#).

- View our [presentation](#) on Protecting Yourself: Elder Abuse and Financial Scams

**Abuse in long-term care facilities:** [California Advocates for Nursing Home Reform](#) provides information on elder abuse, focusing on nursing homes and senior residential facilities. If you or someone you know is experiencing elder abuse in a long-term care facility, you can contact the [Ombudsman Services of Contra Costa](#) on their website or at (925) 685-2070.


If you suspect that you or someone you know is experiencing elder abuse that takes place outside of a long-term care facility, you can make a report to Adult

**Resources**

- » [Covid 19](#)
- » [Housing](#)
- » [Elder Abuse](#)
- » [Consumer Protection](#)
- » [Advance Health Care Directives](#)
- » [Durable Power of Attorney](#)
- » [Other Resources for Seniors & Family Members](#)



## How Can you Refer a Senior to Us?

- 
- Tell the senior to call us at (925) 609-7900
  - If they get voicemail, they should leave a message with their name, phone number, and brief explanation of what they need help with



# How Can You Help?

Your support makes our work possible!



## **Volunteers:**

Opportunities for attorneys to help at our senior assistance clinics

Non-attorney volunteers welcome for additional opportunities



## **Donations:**

Can be made online with credit or debit

Can also be sent by check to our office



Scan the QR code for more information!



## Contact Us

2702 Clayton Road, Suite 202  
Concord, CA 94519

(925) 609-7900

**Thank you!**